



JOSEPH R. BIDEN, III
ATTORNEY GENERAL

DEPARTMENT OF JUSTICE
820 NORTH FRENCH STREET
WILMINGTON, DELAWARE 19801

PHONE (302) 577-8338
FAX (302) 577-2601

SAFETY TIPS FOR USING AN AUTOMATIC TELLER MACHINE (ATM)

Automatic Teller Machines can provide convenient accessible banking. Be mindful of the following safety concerns when using an ATM card or a debit card/check card.

- Never allow anyone else to use your ATM or debit card.
- Never give anyone your Personal Identification Number (PIN). Don't have your number written on your card or any other document in your purse or wallet.
- Immediately notify your financial institution if you lose or misplace your ATM or debit card or if the ATM does not return your card.
- Do not use an easily detectable PIN such as birth date or social security number.
- Be extra careful when using an ATM at night. And only use an ATM that is in a well lit location. (If the location is not well lit report the situation to the bank.)
- Be aware of the people around you as you use the ATM. Don't hesitate to ask someone to back up to give you privacy during your transaction. If you feel unsure, walk away and use an ATM at another location.
- Refuse help offered by strangers. If you have a problem using your card, put it away and contact your bank.
- Put your money away before you leave the ATM area and always take your receipt so that no one knows how much money you just withdrew.
- Check your account balance often on-line or by phone for unauthorized withdrawals.

THE CONSUMER PROTECTION UNIT

The Attorney General's Consumer Protection Unit helps consumers resolve problems with businesses. To get information, discuss problems or make a complaint, call our toll-free number from anywhere in Delaware - 800-220-5424. Consumers in New Castle County can also reach us at 577-8600. Helpful consumer information and our complaint form are on-line at www.state.de.us/attgen

